

Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210

2009-454-E
2/19888

Phone: 803-896-5100
Fax: 803-896-5199
www.psc.sc.gov

Complaint Form

Date: 10/28/2009

Complainant or Legal Representative Information:

* Required Fields

Name * Phillip A. Swain

Firm (if applicable)

Mailing Address * 201 Victoria Drive

City, State Zip * Inman SC 29349

Phone * 864-266-3299

E-mail * Phillip@SwainIncHomes.com

Name of Utility Involved in Complaint: * Duke Energy

Type of Complaint (check appropriate box below.) *

- | | | | |
|--|---|--|---|
| <input type="checkbox"/> Billing Error/Adjustments | <input checked="" type="checkbox"/> Deposits and Credit Establishment | <input type="checkbox"/> Wrong Rate | <input type="checkbox"/> Refusal to Connect Service |
| <input type="checkbox"/> Disconnection of Service | <input type="checkbox"/> Payment Arrangements | <input type="checkbox"/> Water Quality | <input type="checkbox"/> Line Extension Issue |
| <input type="checkbox"/> Service Issue | <input type="checkbox"/> Meter Issue | | |
| <input type="checkbox"/> Other (be specific) | | | |

Have you contacted the Office of Regulatory Staff (ORS)? * ☒ Yes ☐ No

Name of ORS Contact Marva? 800-922-1531 Ext 75210

Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)

I am a home-builder in Spartanburg. My business is on the verge of collapse. I have been current on my power bills for several years. As of recent, I have been unable to pay my power bill on-time. Recently, my service was disconnected due to non-payment. This situation was a combination of having no money coming in and letting bills pile up. I was able to pay the full bill immediately and have the service reconnected. I've now received a letter from Duke notifying me that I am being billed a \$550 deposit / prepayment or will need a Guarantor added to my account. Failure to do either will result in my power being disconnected. Considering the current state of the entire economy, not to mention the shambles that the housing market is in, I feel this demand from Duke Energy is completely unjust. By pre-paying a \$550 deposit would mean not paying a vehicle payment or using money set aside to purchase food. I have a wife and two children and we're now heading into Winter months. I completely understand having my power disconnected if I do not pay, however, requiring this deposit in addition to paying the monthly service bill will create a hardship that I cannot currently afford. I first contacted Duke Energy only to reach no resolve. I next contacted an Office of Regulatory Staff member, who quickly called Duke on my behalf, only to contact me back with no further resolution.

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

I am requesting that Duke Energy allow me to continue paying my monthly service bills without the requirement of a deposit or adding a Guarantor to my account.

STATE OF SOUTH CAROLINA)

VERIFICATION

COUNTY OF Spartanburg)

I, Phillip A. Swain
Complainant's Name *

verify that I have read my complaint filed on 10/28/2009

Date *

and know the contents thereof, and that said contents are true.

Complainant's Signature *

Internal Use Only



Cash Remittance
P. O. Box 1046
Charlotte, N. C. 28201 - 1046

RECEIVED

OCTOBER 20, 2009

000020-01 293 DKDD ZA 0.470 010000000000



PHILLIP A SWAIN
201 VICTORIA DR
INMAN, SC 29349

PSC SC
DOCKETING DEPT

Subject: SC RESIDENTIAL DEPOSIT NOTIFICATION

ACCOUNT NUMBER:

SERVICE STREET ADDRESS: 201 VICTORIA DR LOT#14

Dear PHILLIP A SWAIN:

Our records indicate your Duke Energy payment history for electric service is unsatisfactory. Because electric service is billed after it is used, in such situations, we are permitted to require a deposit to secure your account.

Therefore, your account has been billed a deposit of \$550.00 that will appear on your next bill. Payments made to your account after your next billing will be applied first to the deposit with any remaining amounts applied to your electric amount. This deposit will be returned when you have established a satisfactory payment record.

Instead of a cash deposit, you may provide a satisfactory guarantor from a Duke Energy customer who has a satisfactory payment history. If your deposit is not promptly paid or a satisfactory guarantor is not provided, your electric service could be disconnected.

If you have questions about the deposit or need additional information on payment locations, contact us free of charge at 1-800-777-9898 and reference this letter. Our credit specialists are available to assist you Monday - Friday, 7:00 a.m. to 7:00 p.m. and on Saturday from 9:00 a.m. to 1:00 p.m. Thank you for your prompt attention to this matter.

Sincerely,

J. R. Rainear,
Credit Department

Att: Office of Regulatory Staff

From: Phillip Swain

10/28/09

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